

# Registration Policies & Procedures

## FREQUENTLY ASKED QUESTIONS

### GENERAL INFORMATION

#### ***When can I start registering for classes?***

Milpitas resident registration begins at 7:00 am on Thursday, January 8, 2004, at the Milpitas Community Center, 457 E. Calaveras Blvd. Non-resident registration/walk-in begins Thursday, January 22, 2004, at 8:00 am.

#### ***Who can enroll for classes?***

Any person can enroll for classes, if age requirements are fulfilled by first day of class.

#### ***What are the registration procedures and what do I need to bring when I register?***

You will drop off your completed registration form with the Customer Service Staff at the Milpitas Community Center. The form will be processed in the order it is received.

Mail-in registration will be randomly added to the given day when it was received.

At the time of registration **ALL** Milpitas residents are required to submit a Driver's License **and** one of the following forms to verify residency: Current Utility Bill, Current Bank Statement, or Current Credit Card Statement.



#### ***Can I fax in my registration form?***

Yes. You may fax in your registration form to (408) 586-3295. Faxed registrations require credit card information and verification of Milpitas residency. On the first day of registration, faxed registrations will be accepted beginning at 7:00 am. Faxed registrations will be randomly added to the day it was received.

#### ***What if I mail/fax in my registration prior to the first day of registration?***

Registration forms received prior to the first day of registration will be processed at the end of the first day of registration.

#### ***Do seniors get discounts on classes?***

Senior Citizens (50+ years) receive a 25% discount on all Recreation Services program participation fees, except trips,

personal trainer services and Senior Center Programs. Only Milpitas resident Seniors receive discounts at the Sports Center.

#### ***Do I need to pre-register for classes?***

Yes. It is highly recommended due to the high demand and limited space per class. It also helps ensure that enough students enroll for the class to be offered.

#### ***Can I register for a class on the first day?***

If there is room in the class and there is no waiting list, you may enroll the first day of class. Please be aware if class does not have the minimum number of students two days prior to start date, the class may be cancelled.

Registration continues until classes fill or the second class meeting, whichever is first.

#### ***What if I can't turn in my registration forms during regular business hours?***

Drop off your registration during non-business hours in the Community Center drop box which is located to the left of the front door. Your registration will be processed with the registrations from that day and a confirmation will be mailed to you.

#### ***How do I pay for classes?***

The City of Milpitas accepts cash, checks, money orders and credit cards (VISA, MasterCard, and Discover). *(Please note: cash will not be accepted until January 22)*

#### ***How do I know if my child, or I, has been accepted into a class?***

All receipts will be mailed within 7-10 working days. If you do not receive a confirmation by then, please call our office at (408) 586-3210 to have an additional one mailed to you.

#### ***What happens if a class instructor is absent or a class is cancelled due to inclement weather?***

If an instructor is absent or a class is cancelled due to inclement weather, you have the option of receiving a refund credit for the missed class fee or making up the class, if feasible.

### TRANSFERRING CLASSES

#### ***How do I transfer classes, and is there a processing fee?***

To transfer classes, you need to notify the office 7 days prior to a class starting, in order to not be charged a processing fee. For transfers with less than 7 days prior to the class, a \$5 processing fee will be charged for each transfer.

### REFUNDS/CANCELLATIONS

#### ***How far in advance must I notify the office to receive a refund check?***

In order to receive a refund check in the mail, you must notify the office 10 days prior to the first class. A \$5 service charge is withheld from each class you are refunding from.

Refund/Transfer amounts up to \$10 will be issued as a credit on your Recreation Services' Account to be used for future classes or programs. Refunds for amounts of \$10.01 and more will be issued as a refund check. You will receive your refund check in the mail in 10-15 working days.

**Please Note:** If your class payment was made with a credit card, refunds cannot be credited back to the credit card.

#### ***What if I don't notify the office to cancel 10 days prior to the class starting?***

For cancellations with less than 10 days prior to the start of the program, you will be issued a credit on your Recreation Services' Account to be used for future classes or programs, minus a \$5 processing fee for each class cancellation. If the class has started, you may cancel prior to the third class meeting and receive a prorated credit on your account minus a \$5 processing fee.

### WAITING LISTS

#### ***Can I be added to a waiting list if my class choice is full?***

You will automatically be placed on the waiting list without payment should your class choice be full. Recreation Services will contact those on the waiting list, in order of placement, should an opening occur. Being placed on the waiting list does not guarantee enrollment in the class. Please do not go to the class if you are on the waiting list.

# Registration Form

Please **PRINT** all information. Make photocopies if additional forms are needed. Incomplete forms will not be processed.

## Participant(s) Information

**LAST** Name only:

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: (       ) \_\_\_\_\_ Day Phone: (       ) \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relation: \_\_\_\_\_ Phone: (       ) \_\_\_\_\_

Name of Medical Provider (if applicable) \_\_\_\_\_

Present Physician/Location (if applicable) \_\_\_\_\_

Known Medical Conditions: \_\_\_\_\_

**Does the participant(s) require any special accommodations to participate in these activities?**  
☐ **YES**   ☐ **NO**   If yes, a Recreation Services staff person will contact you.

Participant's Name First and Last Names	Birthdate All Participants	Sex	Activity Code Numbers			Program Fee
			1st Choice	2nd Choice	3rd Choice	

I authorize the use of my:    MasterCard    Visa    Discover	<b>Sub-total of Fees:</b>	<b>\$</b>
Name as it appears on card:	Applicable Credit/Discount:	<b>\$</b>
Card #:	<b>Total Fees Enclosed:</b>	<b>\$</b>
Expiration Date: Month                      Year	<b>Please make check for first choice class(es). Make checks payable to "City of Milpitas." Send to: Class Registration, 457 E. Calaveras Blvd., Milpitas, CA 95035</b>	
Signature: _____	Date: _____	

I, \_\_\_\_\_ declare that I am the parent/legal guardian of \_\_\_\_\_ .  
I, the undersigned, do hereby agree to allow the individual(s) named herein to participate in the aforementioned activity(ies) and I further agree to indemnify and hold the City of Milpitas harmless from and against any and all liability for any injury which may be suffered by the aforementioned individual arising out of or in any way connected with his/her participation in this activity. I also agree, as a participant of any paid or free event, class, activity, or program, to grant full permission to the City of Milpitas to use my name and any photographs, videographs, motion pictures or recordings for any publicity and promotion purposes without obligation or liability to me. I verify that all the above information is true and accurate. I understand that the office must be notified of a refund request 10 days prior to the first class. Refunds with less than 10 days prior notice will be issued in the form of a credit voucher. I understand that transfer requests may be made no less than 7 days before a class begins. A \$5 service charge will be withheld from each class for all refund/transfer requests. If for any reason you are not satisfied with a class, a pro-rated (minus classes attended) credit will be issued providing the Milpitas Community Center office is notified before the third class meeting. Credits can not be issued after the third class meeting. Refunds may take up to 15 business days for processing.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Print Name: \_\_\_\_\_ ☐ Participant    ☐ Parent    ☐ Legal Guardian

OFFICE USE ONLY		Date Rec'd	# of Checks	Credit \$	Returned Check(s)
Staff	Reg. #	Resident	Non-Resident	Rct.#	